

**EAST Search History****EAST Search History (Prior Art)**

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L3	230	(key adj (performance management measurement volume) adj indicator) and ((call contact) adj center)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:29
L7	16	(percent\$4 near2 (\$4 increas\$3 decreas\$3 mov\$6 trend\$4)) same (ASA (speed near2 answer) (first adj call) repeat) and ((call contact) adj center)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:30
L9	3475	bellsouth.as.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/11 12:30
L10	1	(VIGIL and SHIRLEY ).in.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/11 12:30
L13	49	(US-20050131747-\$ or US-2006282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-	US-PGPUB; USPAT; DERWENT	OR	ON	2010/01/11 12:30

		20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did. or (US-20030187723-\$ or US-20020198765-\$ or US-20010039002-\$ or US-20030101091-\$).did. or (US-6345239-\$ or US-7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$ or US-7181413-\$ or US-6944624-\$ or US-6438353-\$ or US-7367808-\$ or US-7092821-\$ or US-7483842-\$ or US-6119097-\$).did. or (WO-0125971-\$).did.				
L14	9	((rank ranking) near2 (employee worker staff agent workforce)) and L13	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:30
L20	534	(time adj study) and train \$3	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:34
L21	0	I3 and I9	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:34
L22	0	I9 and I14	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:35
L23	101	((rank ranking) near2 (employee worker staff agent workforce)).clm.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:35
L24	31	(time adj study).clm.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:35
L25	0	I23 and I24	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:35
L26	1347	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:35
L27	5	L26 and (I23 I24)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:35
L30	0	("2005/0131747").URPN.	USPAT	OR	ON	2010/01/11 12:36
L32	0	("2005/0131747"   "2006/0282305").URPN.	USPAT	OR	ON	2010/01/11 12:36

L40	4407	705/7.ccls.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 12:40
L42	17	((repeat\$3 return second subsequent) near2 call near2 percent\$4) and ((call contact) adj (center centre))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2010/01/11 13:23
S1	836	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 14:59
S2	2563	time adj study	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 14:59
S3	1	"20050131747".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 14:59
S4	0	("2005/0131747"),URPN.	USPAT	OR	ON	2008/05/05 14:59
S5	1	(VIGIL and SHIRLEY ).in.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/05/05 15:00
S6	3208	bellsouth.as.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/05/05 15:00
S7	0	S6 and S1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/05/05 15:00
S8	3	key adj volume adj indicators	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/05/05 15:00
S9	0	("2006/0282305"),URPN.	USPAT	OR	ON	2008/05/05 15:07
S10	250	S1 and compliance	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:09
S11	338	S1 and (train\$4 coach\$4)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:09

S12	187	S10 and S11	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:09
S13	306	S1 and behavior\$2	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:09
S14	169	S11 and S13	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:09
S15	19	compliance same roadmap \$3	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:10
S16	0	("2004/0186758").URPN.	USPAT	OR	ON	2008/05/05 15:11
S17	0	S10 and S2	USPAT	OR	ON	2008/05/05 15:12
S18	619	S1 and (goal objective strateg\$3)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:15
S19	2	engineering adj service adj metrics	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:15
S20	389	S1 and opportunit\$3	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:30
S21	168	S1 and opportunit\$3 and S10	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:30
S22	32	S1 and opportunit\$3 and S10 and roadmap\$4	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:31
S23	1	"7035809".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:32
S24	3	("20020078432"   "6256773").PN. OR ("7035809").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/05/05 15:33
S25	303	S18 and (train\$3 coach\$)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:35
S26	221	S18 and (benchmark\$4 scorecard\$3)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:36
S27	123	S26 and S25	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/05 15:36
S28	1	("2004/0068431").URPN.	USPAT	OR	ON	2008/05/05 15:38
S29	0	("2004/0102926").URPN.	USPAT	OR	ON	2008/05/05 15:39

S30	3	(*20050043976" "20050086244" "20050091093").pn.	US-PGPUB; USPAT	OR	ON	2008/05/05 15:43
S31	1	(*2005/0043976").URPN.	USPAT	OR	ON	2008/05/05 15:43
S32	5	(*5,734,837" "5,870,717" "20030187676" "20040030590" "7,020,621" ).pn.	US-PGPUB; USPAT	OR	ON	2008/05/05 15:45
S33	1	(*2004/0030590").URPN.	USPAT	OR	ON	2008/05/05 15:45
S34	760	work near2 sampling	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:25
S35	87	tally adj sheet	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:25
S36	0	S34 and S35	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:26
S37	837	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:26
S38	2	S37 and S35	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:26
S39	0	S34 and S37	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:26
S40	16	(US-20050131747-\$ or US- 20060282305-\$ or US- 20040186758-\$ or US- 20030130884-\$ or US- 20040068431-\$ or US- 20040102926-\$ or US- 20050071737-\$ or US- 20050198486-\$ or US- 20070021967-\$ or US- 20050043976-\$ or US- 20050091093-\$ or US- 20040030590-\$ or US- 20070055564-\$).did. or (US-6345239-\$ or US- 7035809-\$ or US-7366680-\$).did.	US-PGPUB; USPAT	OR	ON	2008/05/06 08:26
S41	4	(time adj study) and S37	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:26
S42	0	(*2006/0026055").URPN.	USPAT	OR	ON	2008/05/06 08:27

S43	25	((work labor) near2 (measurement performance) ) and S37	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:27
S44	3	((work labor) near2 (measurement performance) ) and S35	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 08:28
S45	17	((US-20050131747-\$ or US- 20060282305-\$ or US- 20040186758-\$ or US- 20030130884-\$ or US- 20040068431-\$ or US- 20040102926-\$ or US- 20050071737-\$ or US- 20050198486-\$ or US- 20070021967-\$ or US- 20050043976-\$ or US- 20050091093-\$ or US- 20040030590-\$ or US- 20070055564-\$ or US- 20040215503-\$).did. or (US-6345239-\$ or US- 7035809-\$ or US-7366680-\$).did.	US-PGPUB; USPAT	OR	ON	2008/05/06 13:45
S46	11	S45 and forecast\$3	US-PGPUB; USPAT	OR	ON	2008/05/06 13:45
S47	37	(call adj center) same (forecast\$3 near2 (resource staff agent workforce))	US-PGPUB; USPAT	OR	ON	2008/05/06 13:49
S48	837	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/05/06 13:50
S49	9	S48 and S47	US-PGPUB; USPAT	OR	ON	2008/05/06 13:50
S50	22	S47 and (coach\$4 train\$4)	US-PGPUB; USPAT	OR	ON	2008/05/06 13:50
S51	9	S49 and S50	US-PGPUB; USPAT	OR	ON	2008/05/06 13:50
S52	5601	(train\$4 education\$2) near2 (plan roadmap outline course cirriculum)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:30
S53	180	(train\$4 education\$2) near2 (plan roadmap outline course cirriculum) near2 (individual\$3 personal\$3 tailored specific)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:31

S54	112	(ranking rating scoring prioritizing) near2 (worker staff employee agent individual) near3 (skill proficiency behavior training)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:32
S55	74	(ranking rating scoring prioritizing) near2 (worker staff employee agent individual) near3 (skill proficiency behavior training) same skill	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:32
S56	1180	(pre post) near2 (test\$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:33
S57	162	(pre and post) near2 (test \$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:33
S58	246	(before and after) near2 (test\$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:33
S59	17	S57 and S58	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:33
S60	0	S54 and (S57 S58)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:33
S61	10	S54 and S52	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:33
S62	7	S54 and S53	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:34
S63	8	S52 and S55	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:34
S64	7	S55 and S54 and S53	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:34
S65	1	"20050131747".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:34
S66	0	("2005/0131747").URPN.	USPAT	OR	ON	2008/12/04 09:34

S67	6	("2004/0009462").URPN.	USPAT	OR	ON	2008/12/04 09:37
S68	28	(*20010039002"   "20030049593"   "20030049594"   "20030049595"   "20030054328"   "20030059760"   "4828977"   "4928704"   "5829983"   "5863208"   "5879165"   "5957699"   "6029158"   "6119097"   "6146148"   "6157808"   "6169981"   "6212358"   "6581048"   "6592379"). PN. OR ("6944596").URPN.	US-PGPUB; USPAT; USCCR	OR	ON	2008/12/04 09:39
S69	0	(*2007/0203711).URPN.	USPAT	OR	ON	2008/12/04 09:41
S70	1	(*20030229529" ).pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:45
S71	20	(*2003/0229529").URPN.	USPAT	OR	ON	2008/12/04 09:47
S72	10	(training education\$2 learn \$3) near2 roadmap\$4	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:49
S73	0	(*2006/0240396").URPN.	USPAT	OR	ON	2008/12/04 09:51
S74	73	(ranking rating scoring prioritizing) near2 (worker staff employee agent individual) near3 (skill )	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:52
S75	40	(ranking rating scoring prioritizing) near2 (worker staff employee agent individual) near3 (skill ) and (training education learning)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:52
S76	12	(ranking) near2 (worker staff employee agent individual) near3 (skill ) and (training education learning)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 09:53
S77	5185	(training near2 (needs requirements))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:18
S78	1180	(pre post) near2 (test\$4 screen\$4 evaluat\$5 assess \$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19

S79	162	(pre and post) near2 (test \$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19
S80	246	(before and after) near2 (test\$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19
S81	17	S79 and S80	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19
S82	149	(training near2 (needs requirements)) and (S81 S78)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19
S83	5601	(train\$4 education\$2) near2 (plan roadmap outline course cirriculum)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19
S84	547	(training near2 (needs requirements)) and S83	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19
S85	88	S82 and S84	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:19
S86	0	("2006/0282305").URPN.	USPAT	OR	ON	2008/12/04 10:29
S87	37	(US-20050131747-\$ or US-20060282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did. or [(US-6345239-\$ or US-	US-PGPUB; USPAT	OR	ON	2008/12/04 10:31

		7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$).did.				
S88	7	S87 and (call contact) near2 center	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 10:31
S89	37	(US-20050131747-\$ or US-20060282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did. or (US-6345239-\$ or US-7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$).did.	US-PGPUB; USPAT	OR	ON	2008/12/04 12:11
S90	162	(pre and post) near2 (test\$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 12:12
S91	246	(before and after) near2 (test\$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 12:12

S92	8	(S90 S91) and S89	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 12:12
S93	4185	(unique special\$4 advanced) same (basic minimum base) same (skill competency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:02
S94	5	S93 and S89	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:03
S95	12	(unique special\$4 advanced) same (basic minimum base) same (skill competency) and (S90 S91)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:04
S96	9	S95 not S89	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:04
S97	556	(unique special\$4 advanced) same (basic minimum base) same (skill competency) same (job role position)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:05
S98	582	(unique special\$4 advanced) same (basic minimum base) same (skill competency) same (job role position title)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:05
S99	217	(unique special\$4 advanced) same (basic minimum base) same (skill competency) same (job role position title) and (training education learning)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:05
S100	214	S99 not S89	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:05
S101	21	((unique special\$4 advanced) and (basic minimum base)) near2 (skill competency) same (job role position title) and (training education learning)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/12/04 13:06
S102	1551	((training near2 (plan\$4 roadmap circriculum)))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:12
S103	50116	(observ\$4 measur\$5 track \$4 monitor\$4) near3 (employee worker staff agent workforce)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:13

S104	1	S102 same "I2"	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:13
S105	7	S102 same S103	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:13
S106	141	S102 and S103	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:13
S107	139	((training near2 (plan\$4 roadmap cirriculum))).clm.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:14
S108	5908	((observ\$4 measur\$5 track \$4 monitor\$4) near3 (employee worker staff agent workforce) near3 (performance activit\$4 task work call))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:14
S109	441	((observ\$4 measur\$5 track \$4 monitor\$4) near3 (employee worker staff agent workforce) near3 (performance activit\$4 task work call)).clm.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:14
S110	0	S109 and S107	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:15
S111	7	S106 and S107	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:15
S112	586	((rank ranking) near2 (employee worker staff agent workforce))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:17
S113	91	((rank ranking) near2 (employee worker staff agent workforce)).clm.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:17
S114	149	((rank ranking) near2 (employee worker staff agent workforce)) and ((training))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:17
S115	21	((rank ranking) near2 (employee worker staff agent workforce)) same ((training))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:17
S116	1	S112 and S107	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:17
S117	87	S112 and S108	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:17

S118	21	S112 and S109	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:17
S119	40	(US-20050131747-\$ or US-20060282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did. or (US-20030187723-\$).did. or (US-6345239-\$ or US-7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$ or US-7181413-\$ or US-6944624-\$).did.	US-PGPUB; USPAT	OR	ON	2009/03/19 12:18
S120	4	("20040068432" "20050137927" "20030229529" "20020198765").pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:19
S121	2	("2002/0198765").URPN.	USPAT	OR	ON	2009/03/19 12:20
S122	4	("20010039002"   "6438353").PN. OR ("6944624").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/19 12:21
S123	4	("20010039002"   "6438353").PN. OR ("6944624").URPN.	US-PGPLUB; USPAT; USOCR	OR	ON	2009/03/19 12:21

S124	75	(\"20010036619"   "20020042786"   "20020112011"   "20020198748"   "20030101091"   "4671772"   "5310349"   "5311438"   "5372507"   "5395243"   "5437555"   "5441415"   "5458494"   "5489213"   "5565316"   "5727950"   "5743742"   "5788508"   "5795155"   "5810605"   "5813863"   "5823781"   "5879163"   "5957699"   "6000945"   "6003021"   "6007340"   "6016486"   "6029159"   "6039575"   "6039688"   "6052512"   "6057538"   "6067537"   "6077085"   "6091930"   "6099320"   "6149438"   "6149441"   "6157808"   "6159015"   "6164974"   "6164975"   "6190178"   "6208832"   "6213780"   "6275812"   "6546230"   "6944596"   "6944624").PN. OR ("2001/0039002"   "6438353"   "7367808").URPN.	US-PGPUB; USPAT; USOOR	OR	ON	2009/03/19 12:24
S125	6	("2003/0101091"   "2008/0077920").URPN.	USPAT	OR	ON	2009/03/19 12:26
S126	0	zwell.in. and (human adj resource)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:31
S127	1	zwell.in. and (human adj resource)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2009/03/19 12:31
S128	1	2001-536104.NRAN.	DERWENT	OR	ON	2009/03/19 12:36
S129	2	"7367808".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2009/03/19 12:41
S130	1	"2007020317".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 12:49

S131	49	(US-20050131747-\$ or US-20060282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did. or (US-20030187723-\$ or US-20020198765-\$ or US-20010039002-\$ or US-20030101091-\$).did. or (US-6345239-\$ or US-7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$ or US-7181413-\$ or US-6944624-\$ or US-6438353-\$ or US-7367808-\$ or US-7092821-\$ or US-7483842-\$ or US-6119097-\$).did. or (WO-0125971-\$).did.	US-PGPUB; USPAT; DERWENT	OR	ON	2009/03/19 13:00
S132	9	((rank ranking) near2 (employee worker staff agent workforce)) and S131	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/19 13:01

S133	41	(*20010008999"   "20010011280"   "20010032120"   "20010032195"   "20010034730"   "20010056367"   "20020010563"   "20020035500"   "20020038235"   "20030229529"   "5111391"   "5138638"   "5684964"   "5722418"   "5726914"   "5808908"   "5810747"   "5823781"   "5832458"   "5909669"   "5953707"   "5954510"   "5980429"   "5987443"   "6016486"   "6029159"   "6049779"   "6115693"   "6119097"   "6125358"   "6151582"   "6157808"   "6201948"   "6275812"   "6324282"   "6589055"   "6633851"   "6732079"   "6970810"   "7035808"   "7093748").PN. OR ("7483842").URPN.	US-PGPUB; USPAT; USOOR	OR	ON	2009/03/19 13:15
S134	0	"2007020317".pn.	US-PGPUB; USPAT; USOOR	OR	ON	2009/03/19 15:57
S135	1	"20070203711".pn.	US-PGPUB; USPAT; USOOR	OR	ON	2009/03/19 15:58
S136	1	"5480429".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/03/20 07:12
S137	1	"20070203771".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 11:12
S138	1	"20070203711".pn.	US-PGPUB	OR	ON	2009/08/31 11:14
S139	4	(rank\$4) near2 (ASA (average adj speed adj answer))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:56
S140	14	(rank\$4) near2 (ASA (average adj speed))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:56

S141	53	(US-20050131747-\$ or US-2006282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did. or ((US-20030187723-\$ or US-20020198765-\$ or US-20010039002-\$ or US-20030101091-\$ or US-20010008999-\$).did. or ((US-6345239-\$ or US-7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$ or US-7181413-\$ or US-6944624-\$ or US-6438353-\$ or US-7367808-\$ or US-7092821-\$ or US-7483842-\$ or US-6119097-\$ or US-5726914-\$ or US-5980429-\$ or US-6324282-\$).did. or (WO-0125971-\$).did.	US-PGPUB;	OR	ON	2009/08/31 12:56
S142	2722	((repeat\$3 return second subsequent) near2 call) and ((call contact) adj (center centre))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:57
S143	17	((repeat\$3 return second subsequent) near2 call near2 percent\$4) and ((call contact) adj (center centre))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:57

S144	0	S143 and S140	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:57
S145	53	(US-20050131747-\$ or US-20060282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did. or (US-20030187723-\$ or US-20020198765-\$ or US-20010039002-\$ or US-20030101091-\$ or US-20010008999-\$).did. or (US-6345239-\$ or US-7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$ or US-7181413-\$ or US-6944624-\$ or US-6438353-\$ or US-7367808-\$ or US-7092821-\$ or US-7483842-\$ or US-6119097-\$ or US-5726914-\$ or US-5980429-\$ or US-6324282-\$).did. or (WO-0125971-\$).did.	US-PGPUB; USPAT; DERWENT	OR	ON	2009/08/31 12:57
S146	0	(S139 S140 S143) and S145	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:58

S147	85	((call contact) near2 (center centre)) and ASA	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:59
S148	11	((call contact) near2 (center centre)) and ASA and rank\$4	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:59
S149	1	"6192122".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:02
S150	290	((call contact) near2 (center centre)) and (productivity efficiency) and (repeat same call)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:03
S151	125	((call contact) near2 (center centre)) and ((productivity efficiency) same (agent employee representative)) and (repeat same call)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:04
S152	19	((call contact) near2 (center centre)) and ((productivity efficiency) same (agent employee representative)) and (repeat same call) and (rank\$4 quartile)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:05
S153	100	{"4752889"   "4788682"   "4789962"   "4809272"   "4837798"   "4881261"   "4969185"   "5008930"   "5029200"   "5164981"   "5181236"   "5185782"   "5206903"   "5247569"   "5309513"   "5327490"   "5333266"   "5384771"   "5384841"   "5392329"   "5400327"   "5428608"   "5444774"   "5448626"   "5479487"   "5495523"   "5500891"   "5511117"   "5526417"   "5535270"   "5535323"   "5544232"   "5546452"   "5546455"   "5546456"   "5548636"   "5550905"   "5555297"   "5557668"   "5563805"   "5570419"   "5572581"   "5577112"   "5581664"   "5586178"   "5586179"   "5586218"   "5592543"   "5594790"   "5619508"   "5619557"   "5633923"   "5633924"   "5640577"   "5652791"   "5657383"   "5668862"   "5678002"  }	US-PGPUB; USPAT; USOOR	OR	ON	2009/08/31 13:08

		"5699431"   "5701399"   "5703943"   "5712902"   "5715450"   "5724406"   "5724419"   "5724420"   "5740240"   "5742675"   "5790650"   "5796791"   "5802163"   "5802526"   "5812781"   "5825869"   "5826250"   "5831665"   "5832070"   "5844982"   "5848143"   "5870464"   "5884032"   "5907547"   "5923885"   "5963635"   "5991394"   "6044146"   "6078325"   "6094673"   "6263066"   "6332154"   "6356633"   "6449356"   "6449646"   "6453038"   "D344521"),PN, OR ("7092509"),URPN.				
S154	130	"20020118220"   "20030033184"   "3245157"   "3594919"   "3705271"   "4447421"   "4505936"   "4684349"   "4776016"   "4853952"   "4916726"   "5058008"   "5100329"   "5110329"   "5199062"   "5206903"   "5228859"   "5239460"   "5292960"   "5309505"   "5310349"   "5311422"   "5384841"   "5416694"   "5469491"   "5499291"   "5511112"   "5513308"   "5533115"   "5535256"   "5583965"   "5590188"   "5594791"   "5597312"   "5633924"   "5659768"   "5675637"   "5696811"   "5703943"   "5721770"   "5727950"   "5738527"   "5745109"   "5757644"   "5790798"   "5818907"   "5825869"   "5827071"   "5833468"   "5861881"   "5877954"   "5903641"   "5904485"   "5911134"   "5914951"   "5915973"   "5937037"   "5943416"   "5946375"   "5946387"   "5947747"   "5957659"   "5963635"   "5971271"   "5991394"   "6014134"   "6038544"   "6039575"   "6044355"   "6044368"   "6052460"   "6058163"	US-PGPUB; USPAT; USOOR	OR	ON	2009/08/31 13:12

		"6067537"   "6067538"   "6070142"   "6073127"   "6078894"   "6086381"   "6108687"   "6118865"   "6118973"   "6119097"   "6128380"   "6134539"   "6141528"   "6144971"   "6146148"   "6149441"   "6155840"   "6163607"   "6170014"   "6171109"   "6192122"   "6201948"   "6211451"   "6215865"   "6263049"   "6275812"   "6278777"   "6278978"   "6289340"   "6301573"   "6310951"   "6324282"   "6340977"   "6347139"   "6356632"   "6359982"   "6371765"   "6408064"   "6408066"   "6453038"   "6459787"   "6510221"   "6535600"   "6553114"   "6559867"   "6584192"   "6603854"   "6628777"   "6690788"   "6704410"   "6766012"   "6771764"). PN, OR ("6771765"   "6775377"   "6856680"   "6865267"), PN, OR (["7158628"], URPN.	US-PGPUB; USPAT; DERWENT	OR	ON	2009/08/31 15:49
S155	49	(US-20050131747-\$ or US-20060282305-\$ or US-20040186758-\$ or US-20030130884-\$ or US-20040068431-\$ or US-20040102926-\$ or US-20050071737-\$ or US-20050198486-\$ or US-20070021967-\$ or US-20050043976-\$ or US-20050091093-\$ or US-20040030590-\$ or US-20070055564-\$ or US-20040215503-\$ or US-20040009462-\$ or US-20060123060-\$ or US-20070203711-\$ or US-20030229529-\$ or US-20060240396-\$ or US-20070202475-\$ or US-20070203710-\$ or US-20030182178-\$ or US-20030152901-\$ or US-20030129575-\$ or US-20040014016-\$ or US-20040029093-\$).did, or ([US-20030187723-\$ or US-				

		20020198765-\$ or US-20010039002-\$ or US-20030101091-\$).did. or (US-6345239-\$ or US-7035809-\$ or US-7366680-\$ or US-6944596-\$ or US-6735570-\$ or US-6754874-\$ or US-6859523-\$ or US-5987443-\$ or US-6606480-\$ or US-6807535-\$ or US-7153140-\$ or US-7181413-\$ or US-6944624-\$ or US-6438353-\$ or US-7367808-\$ or US-7092821-\$ or US-7483842-\$ or US-6119097-\$).did. or (WO-0125971-\$).did.				
S156	9	((rank ranking) near2 (employee worker staff agent workforce)) and S155	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
S157	1	(VIGIL and SHIRLEY ).in.	US-PGPUB; USPAT; USOOR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/08/31 15:49
S158	1253	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
S159	510	S158 and (train\$4 coach \$4)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
S160	1253	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
S161	5	(time adj study) and S160	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
S162	173	(pre and post) near2 (test \$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
S163	276	((before and after) near2 ((test\$4 screen\$4 evaluat\$5 assess\$6) same (training education learning skill proficiency))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49

S164	3459	bellsouth.as.	US-PGPUB; USPAT; USOOR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/08/31 15:50
S165	194	(plot\$4 chart\$4 graph\$4 trend\$4) same (ASA (speed adj answer) (first adj call) repeat) and ((call contact) adj center)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:00
S166	1253	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:00
S167	8	S166 and S165	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:00
S168	15	(percent\$4 near2 (chang \$4 increas\$3 decreas\$3 mov\$6 trend\$4)) same (ASA (speed near2 answer) (first adj call) repeat) and ((call contact) adj center)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:05
S169	20	(percent\$4 near2 (chang \$4 increas\$3 decreas\$3 mov\$6 trend\$4)) same (ASA (speed near2 answer) (first adj call) repeat (service adj level)) and ((call contact) adj center)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:08
S170	5	S169 not S168	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:08
S171	1	"7573998".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:15
S172	23	agent adj (scorecard dashboard)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:18
S173	7	ASA same (scorecard dashboard)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 18:23

**EAST Search History (Interference)**

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp

L4	109	(key adj (performance management measurement volume) adj indicator) and ((call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:29
L5	1590	time adj study	USPAT; UPAD	OR	ON	2010/01/11 12:29
L6	6	(time adj study) and (( call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:30
L8	7	(percent\$4 near2 (chang\$4 increas\$3 decreas\$3 mov \$6 trend\$4)) same (ASA (speed near2 answer) (first adj call) repeat) and ((call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:30
L11	0	(VIGIL and SHIRLEY).in.	USPAT; UPAD	OR	ON	2010/01/11 12:30
L12	1136	bellsouth.as.	USPAT; UPAD	OR	ON	2010/01/11 12:30
L15	50	((rank ranking) near2 (employee worker staff agent workforce)) and ((call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:31
L16	1935	(train\$4) and ((call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:31
L17	30	(train\$4 and roadmap) and ((call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:31
L18	1	i5 and l15	USPAT; UPAD	OR	ON	2010/01/11 12:31
L19	41	("20010008999"   "20010039002"   "20020198765"   "20030101091"   "20030129575"   "20030182178"   "20030229529"   "20040009462"   "20040014016"   "20040029093"   "20040068431"   "20040102926"   "20050043976"   "20060123060"   "20060240396"   "20070203711"   "3611313"   "5452350"   "5557553"   "5726914"   "5987443"   "6119097"   "6324282"   "6438353"   "6603854"   "6606480"   "6735570"   "6741697"   "6754874"   "6760727"   "6807535"   "6847711"   "6859523"   "6944596"	US-PGPUB; USPAT	OR	ON	2010/01/11 12:33

		"6944624"   "7035809"   "7092821"   "7149700"   "7153140"   "7367808"   "7483842").PN. OR ("7596507").URPN.				
L35	71	tally adj sheet	USPAT; UPAD	OR	ON	2010/01/11 12:38
L36	61	(load near2 (sheet spreadsheet table)) and ((call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:39
L38	0	I35 and I36 and I5	USPAT; UPAD	OR	ON	2010/01/11 12:39
L39	1908	705/7.ccls.	USPAT; UPAD	OR	ON	2010/01/11 12:40
L41	7	(percent\$4 near2 (chang\$4 increas\$3 decreas\$3 mov \$6 trend\$4)) same (ASA (speed near2 answer) (first adj call) repeat) and ((call contact) adj center)	USPAT; UPAD	OR	ON	2010/01/11 12:41

1/11/2010 1:24:17 PM

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